



Electronic Filing System (EFS) Data
Electronic Patent Application Submission
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EFS ID: 56588
Application ID: 10678876
Title of Invention: CALL CENTER COMMUNICATIONS
SYSTEM FOR HANDLING CALLS
TO A CALL CENTER
First Named Inventor: Minh Khuc
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-10-03
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Statement
Filing Type:
Confirmation number: 1277
Attorney Docket Number: 1202a


Total Fees Authorized:

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Office,ou=Department of Commerce,o=U.S. Government,c=US
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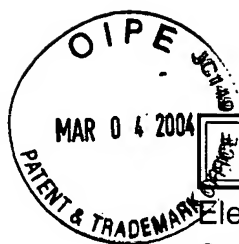


TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	CALL CENTER COMMUNICATIONS SYSTEM FOR HANDLING CALLS TO A CALL CENTER									
Application Number: 10/678876 										
Date: 2003-10-03										
First Named Applicant: Mr. Minh Duy Khuc										
Confirmation Number: 1277										
Attorney Docket Number: 1202a										
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<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Mr. Michael J. Setter Registered Number: 37,936</td><td>Mr. Michael J. Setter</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mr. Michael J. Setter Registered Number: 37,936	Mr. Michael J. Setter	Attorney		
Submitted by:	Elec. Sign.	Sign. Capacity								
Mr. Michael J. Setter Registered Number: 37,936	Mr. Michael J. Setter	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>1202aids-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	1202aids-usidst.xml		us-ids.dtd		us-ids.xsl
Documents being submitted	Files									
us-ids	1202aids-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
<p>Comments</p> <p>It is believed that no fees are due in this matter. However, if it is determined that fees</p>										

are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of
Invention

CALL CENTER COMMUNICATIONS SYSTEM FOR
HANDLING CALLS TO A CALL CENTER

Application Number: 10/678876



Confirmation Number: 1277

First Named Applicant: Minh Khuc

Attorney Docket Number: 1202a

Art Unit: 2644

Search string: (5206903 or 5452350 or 5592541 or 5675635
or 5828740 or 5940496 or 5991392 or 6141342
or 6181703 or 6236722 or 6289094 or 6459788
or 6473505 or 6470008 or 6529504 or 6175822
or 6470081 or 6690664).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	5206903	1993-04-27	Kohler et al.			
	2	5452350	1995-09-19	Reynolds et al.			
	3	5592541	1997-01-07	Fleischer, III et al.			
	4	5675635	1997-10-07	Vos et al.			
	5	5828740	1998-10-27	Khuc et al.			
	6	5940496	1999-08-17	Gisby et al.			
	7	5991392	1999-11-23	Miloslavsky			
	8	6141342	2000-10-31	Cheesman et al.			
	9	6181703	2001-01-30	Christie et al.			
	10	6236722	2001-05-22	Gilbert et al.			
	11	6289094	2001-09-11	Miloslavsky			
	12	6459788	2002-10-01	Khuc et al.			
	13	6473505	2002-10-29	Khuc et al.			
	14	6470008	2002-10-22	Khuc			
	15	6529504	2003-03-04	Sbisa			

	16	6175822	2001-01-16	Jones
	17	6470081	2002-10-22	Sbisa et al.
	18	6690664	2004-02-10	Khuc et al.

Signature

Examiner Name	Date